# Hamilton Chinese Community Needs Assessment

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# Hamilton Chinese Community Needs Assessment

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# 1.0 BACKGROUND

## 1.1 Census Data for Hamilton Chinese Community

In the 1996 census, Statistics Canada reported that the Hamilton-Wentworth region boasted one thousand (1,000) people from Hong Kong and another one thousand five hundred and forty five (1,545) from the People's Republic of China, a total of two thousand five hundred and forty five (2,545). In five years that number had jumped to almost nine thousand (9,000) people in the city of Hamilton identifying as Chinese in the 2001 census.[1]

Two of the main languages spoken by Chinese people are Mandarin and Cantonese. In identifying mother tongue in the 2001 census, seven thousand three hundred and ten (7,310) people in Hamilton reported Chinese, not specifying either Cantonese or Mandarin. Cantonese was reported as the mother tongue by one thousand seven hundred and sixty five (1,765) respondents, and seven hundred and forty (740) reported Mandarin. This corresponds very closely to results from the census question regarding language spoken at home. Mandarin was reported by seven hundred and ninety five (795) people while one thousand seven hundred and sixty five (1,765) people named Cantonese as the language they speak at home.

## 1.2 The Hamilton Chinese Community Services Centre

In 1999, Robert Zhou and a group of volunteers largely from the Mandarin-speaking community formed the Hamilton Chinese Community Services Centre (HCCSC) and became an incorporated organization in the Province of Ontario.

The group set out to improve Chinese services in Hamilton for both the Mandarin and Cantonese-speaking community. Partnering with the Social Planning and Research Council (SPRC), and funded by the Hamilton Community Foundation, their first project was to establish a website (www.hccsc.org) in 2000. The site is available in both Chinese and English. It covers a wide range of topics from local services and links to an online advertising board where users can post items for sale, housing requests or needs, and other opportunities.

Through working with the McMaster Chinese Student and Scholar Association on this project, Zhou, himself a Mandarin-speaking Chinese immigrant increasingly realized that the Mandarin-speaking population was feeling under serviced. While the written language is the same for both Mandarin and Cantonese, the spoken languages are very different. Anecdotal evidence that Zhou was hearing indicated many services were available in Cantonese but not always in Mandarin. Therefore, the HCCSC decided it would be important to conduct a needs assessment in the community to determine if this was a reality.

## 1.3 Methodology

Approaching the SPRC once again, plans were made to conduct a needs assessment on the Chinese community as a whole in Hamilton. Funded by the Ontario Trillium Foundation, the

SPRC worked closely with the volunteer board of the HCCSC to develop a survey and dissemination plan.

From May 10 to September 13, 2002, seven hundred and sixty five (765) copies of the survey were distributed throughout the community, targeting venues where Chinese people tended to congregate. Thirty (30) volunteers from the HCCSC worked approximately five hundred (500) hours over fifteen (15) days to ensure widespread dissemination of the survey. It was available in both Chinese and English.

The survey was distributed at the following locations: McMaster University, Mohawk College, Columbia International College, South Ontario International College, Chinese Language Schools, St. Charles Adult Education Centre, three (3) Chinese language Churches, Chinese supermarkets and stores, Chinese choir group, the Chinese Senior Association, the Chinese Culture Association, Jackson Square, Central Library, Hong Kong Bank, Centre Mall, Lime Ridge Mall, Mountain Plaza, and the United Way Annual Garage Sale at Mohawk College.

One of the main concerns of the group was to ensure the survey was equally accessible to both the Mandarin- and Cantonese-speaking communities. Two (2) public forums were held to gather larger groups of people together to fill out the survey. One (1) forum was held at McMaster University, which resulted in sixty (60) people receiving the survey and thirty two (32) returning completed surveys. All the participants in that forum were Mandarin-speaking.

A second forum was held at the Hamilton Chinese Alliance Church on Breadalbane Street. Two hundred and fifty (250) people had access to the survey with fifty nine (59) returning completed copies. Approximately ninety five (95%) of the participants were Cantonese-speaking.

Other large group opportunities were provided for the completion of the survey including a gathering on the Chinese festival of the full moon, to which three hundred (300) people came and received the surveys. It was not possible to conclude how many returned the surveys that night as some mailed them in later.

The survey was also posted on the HCCSC website but received only very minimal attention.

Three hundred and forty four (344) surveys were fully completed and a thematic analysis was completed by the SPRC with input from Robert Zhou and the Board.

# 2.0 FINDINGS

## 2.1 Services

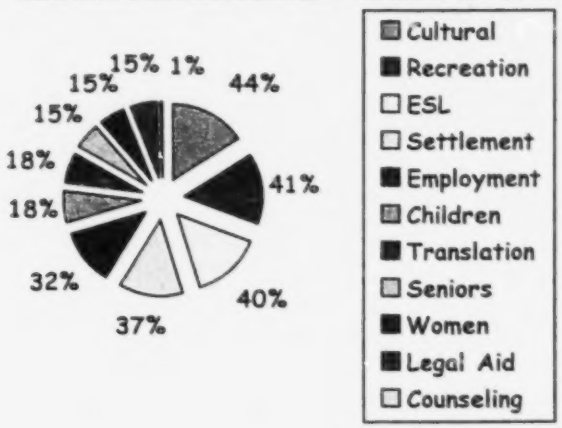
One of the main goals of the HCCSC was to determine the needs of the community with regard to the services they were able to access both in the larger community of Hamilton and through existing Chinese services. The survey sought this information by asking what services the respondents had used in the city, how satisfied they were with the services, what they considered the most important services, barriers they faced in accessing the services, and specifics about Mandarin-speaking services.

### 2.1.1 Use of Services in Hamilton

The first question focussed on what services people had used in the community and provided an extensive list of the sorts of services they might access. Those surveyed were asked to rate each of the services they had used from very satisfied to very unsatisfied. The list included services in the following areas: Children, Counseling, Cultural, Employment, English as a Second Language (ESL), Legal Aid, Recreation, Seniors, Settlement/Integration, Translation, and Women. A "Not Used" column was also provided for each service.

The most highly used service was identified as cultural services with forty five percent (45%) (153/344) of respondents rating it. Next was recreation with forty one percent (41%) or one hundred and forty two (142) of respondents rating it and ESL with around forty percent (40.5%) or one hundred and thirty nine (139) of respondents rating it. The service least used by those who completed the survey was counseling with only one percent (1%) or twenty seven (27) respondents identifying that service. The chart below shows the percentage of respondents who had used each of the various services.

Chart 1: Rate of Service Use by Respondents



With regard to cultural services, one hundred and twelve (112) out of two hundred and thirty eight (238) Mandarin respondents or forty seven percent (47%) indicated use of those services. Within the Cantonese respondents, fifty four percent (54%) or twenty one (21) out of sixty (60) had used cultural services. So although there were clearly more Mandarin-speaking respondents, a higher proportion of Cantonese-speaking accessed cultural services.

In terms of gender, a little over half (54%) of the respondents who used cultural services were male with forty six (46%) being female. The age of those who reported using cultural services for the most part were between twenty (20) – thirty four (34), forty eight percent (48%) with thirty four percent (34%) of respondents being between thirty five (35)-fifty five (55). The rest of the respondents were almost equally divided between fifteen (15)-nineteen (19) and fifty five (55) and over.

Forty-two percent (42%) of the Mandarin-speaking respondents reported using recreational services, the same rate as the Cantonese community (25 out of 59).

More males than females accessed recreational services with fifty seven percent (57%) of respondents to that question being male. In terms of use of recreational services by age, the majority of respondents were between the ages of twenty (20) and thirty four (34), forty nine percent (49%). Thirty five percent (35%) of respondents were between the ages of thirty five (35)-fifty four (54) while less than one percent (1%) of both fifteen (15)-nineteen (19) year olds and people in the over fifty five (55) age group had accessed recreational services.

The percentage of Mandarin people who responded to using ESL services was forty eight percent (48%) while only thirty four percent (34%) of Cantonese respondents indicating their use of ESL.

More men than women accessed ESL with fifty four percent (54%) of respondents being male.

With regard to age, the majority of people who used ESL were between the ages of twenty (20) and thirty four (34), or forty seven percent (47%), with forty two percent (42%) of respondents being between thirty five (35) and forty four (44). Less than half of one percent (.5%) of those who used ESL were under twenty (20) or over fifty five (55).

The majority of people who did access ESL services, fifty three percent (53%), had been in Canada between one (1) and five (5) years. Twenty-one percent (21%) had been in Canada less than one (1) year, fifteen percent (15%) were here between five (5) and ten (10) years, and finally eleven percent (11%) had resided in Canada over ten (10) years. This closely matches the rate of return of the surveys by the length of time people had been in Canada. Most respondents had been here between one (1) and five (5) years.

Mandarin respondents more often accessed settlement services with forty percent (40%) of them reporting that use. Only thirty four percent (34%) of Cantonese speakers reported the use of settlement services.

The use of settlement services by men and women was approximately half and half.

Slightly more men than women accessed employment services, again, correlating to the rate of men to women who completed the survey.

Mandarin and Cantonese speaking respondents both accessed these services at the same rate of thirty two percent (32%).

Sixty six percent (66%) of the respondents who had used employment services reported being unemployed.

### 2.1.2 Satisfaction Level With Local Services

As reported in the previous section, cultural services were the most utilized of the services to choose from with one hundred and fifty three (153) respondents checking it. Of that total, one hundred and fourteen (114) individuals or seventy five percent (75%) of the people who rated that service found it to be satisfactory or very satisfactory leaving twenty five percent (25%) dissatisfied or very dissatisfied. Within the two (2) language groups, seventy four percent (74%) of the Mandarin speakers were satisfied with the service and seventy six percent (76%) of Cantonese speakers were satisfied.

With recreation as the second most used service, seventy (79) of the one hundred and forty two (142) users or fifty six percent (56%) found it to be satisfactory or very satisfactory. Cantonese-speaking respondents had a higher satisfaction rate with eighty four percent (84%) satisfied while the Mandarin respondents reported a fifty two percent (52%) satisfaction rate.

ESL had the highest satisfaction rate with one hundred and seventeen (117) of all one hundred and thirty nine (139) users or eighty four percent (84%) finding their experience in ESL satisfactory or very satisfactory. More Cantonese reported dissatisfaction with ESL at a rate of twenty nine percent (29%) whereas only twelve percent (12%) of Mandarin respondents were dissatisfied with the service.

The satisfaction rate with the settlement services utilized was seventy two percent (72%) with ninety two (92) of the one hundred and twenty seven (127) respondents reporting being satisfied or very satisfied. Twenty nine percent (29%) of the respondents who reported being Mandarin-speaking were dissatisfied with their experience of local settlement services while only eighteen percent (18%) of the Cantonese respondents reported dissatisfaction.

Employment services had a lower satisfaction rate than the top four utilized services with over half or, fifty two percent (52%), of respondents dissatisfied or very dissatisfied with

the services they accessed. The Mandarin respondents were less satisfied with the service as fifty seven percent (57%) reported dissatisfaction compared to only thirty seven percent (37%) of the Cantonese respondents were dissatisfied.

Translation and children's services were each rated by sixty three (63) individuals with children's services garnering an eighty six percent (86%) satisfaction rate and translation a seventy five percent (75%) satisfaction rate.

Finally, services in the areas of legal aid, seniors, and women each had fifty (50) people rating them. The services to women had only six (6) people identify dissatisfaction with the services they accessed or an eighty eight percent (88%) satisfaction rate. An interesting observation with regard to use of women's services is that while thirty (30) women reported using the services, so did twenty (20) men.

With both seniors and legal aid services sixty two percent (62%) of respondents were satisfied with the services.

### 2.1.3 Most Important Services to Respondents

After rating each of the used services, respondents were asked to identify which three (3) services they considered to be most important.

Although cultural services had been most used by the respondents, the largest number of people, two hundred and fifteen (215), named employment as the service most important to them. Settlement services were identified as the second most important with one hundred and forty five (145) respondents identifying them in the top three (3) with regard to importance. One hundred and twenty eight (128) people who completed the survey recognized cultural services, the services most used by the respondents, as the third most important set of services.

Chart 2: Rate of Most Important Service Types by Respondents

Immigrants also identified employment as the most important service type with sixty four percent (64%) choosing it as one of their top three. Legal aid services and children's services followed with twenty nine percent (29%) and twenty six percent (26%) respectively.

English as a second language (ESL) was identified by thirty five percent (35%) of the visa students in the respondent group. This followed by employment and cultural services with thirty four percent (34%) and thirty one percent (31%) respectively.

There was not much variation between the service choices made by the eleven (11) visitors who completed the survey but four people chose legal aid and cultural services with three (3) choosing recreational services as most important.

Finally, the Chinese Canadian respondents chose ESL as the most important service type with twenty two percent (22%) identifying it. Cultural and children's services followed with twenty one percent (21%) and seventeen percent (17%) naming them as important.

### 2.1.4 Barriers to Services

Location, limited information, costs, language, waiting lists were the five (5) options listed as barriers to services that respondents could check, being asked to check all that applied. An option for "other" was also given.

Limited information was identified most often (two hundred and thirty two (232) times) as a barrier to the listed services. This would refer to those who lacked information to access the needed service. Mandarin respondents reported this barrier at a rate of seventy two percent (72%) while fifty two percent (52%) of Cantonese speakers said that limited information was a barrier for them in accessing services.

The second barrier most referred to was language with one hundred and thirty two (132) people responding to it. Thirty nine percent (39%) of all Mandarin respondents indicated language as a barrier while only thirty four percent (34%) of Cantonese speakers reported language as a barrier.

Location was the final significant barrier to access of services with a total of one hundred (100) people indicating this answer. Mandarin speaking people found location more of an issue with thirty two percent (32%) specifying this barrier compared to the eleven percent (11%) of Cantonese respondents.

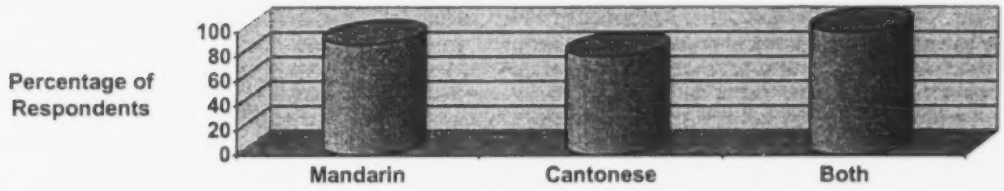
The other two barriers "costs" and "waiting lists" garnered responses of thirty six (36) and twenty nine (29) respectively. In reviewing the option to name an "other" barrier, three (3) people referred to lack of information in their response with phrases like "didn't know the service existed". Five (5) people referred to "no need" for services in their response to "other".

### 2.1.5 Services for Mandarin-speaking Chinese

The fourth question asked those being surveyed to consider whether or not there are enough services in Hamilton to meet the needs of the Mandarin-speaking community. A resounding three hundred and four (304) of the total three hundred and forty four (344) respondents indicated there were not enough services for this language group.

Of that number, eighty percent (80%) of the Cantonese speaking respondents denoted insufficient services for the Mandarin speaking community. Not surprisingly, more of the Mandarin respondents, ninety percent (90%), indicated a lack of services in Hamilton that meet their language needs. All thirty one (31) people surveyed who reported speaking both languages, said there were not enough services for the Mandarin language group.

**Chart 3: Rate of Insufficient Mandarin Services by Respondents**




The survey was completed by a mixture of Chinese immigrants, visa students, visitors and Chinese Canadians. In fact, forty percent (40%) were immigrants, twenty nine percent (29%) were Chinese Canadians, twenty six percent (26%) were visa students and approximately three percent (3%) were visitors. Besides language, it was also important to cross-tabulate this question regarding Mandarin services based on status in Canada and length of time here.

Ninety six percent (96%) of the ninety four (94) Chinese Canadians who completed the survey indicated a need for better Mandarin services in Hamilton. Ninety three percent (93%) of all immigrants found the Mandarin services were insufficient. Eighty six percent (86%) of all visa students reported insufficient Mandarin services in Hamilton. Finally, seventy two percent (72%) of the eleven (11) visitors found the Mandarin services insufficient.

Two hundred and thirty one (231) respondents had lived in Canada for less than five (5) years. Of that total, ninety three percent (93%) of the immigrants found the Mandarin services insufficient; eighty four percent (84%) of visitors and visa students believed the Mandarin services were insufficient; and ninety three percent (93%) of Chinese Canadians reported insufficient Mandarin services.

### 2.1.6 Key Findings from Services Section

The following key findings come out of the survey section on use of services.

1. The most highly used service identified by respondents was cultural services with forty five percent (45%) or (153/344) of respondents indicating their use. Next was recreation with forty one percent (41%) or (142) respondents and ESL with approximately forty percent (40.5%) or one hundred and thirty nine (139) of respondents rating these services. The service least used by those who completed the survey was counseling with only one percent (1%) or twenty seven (27) respondents identifying that service.

2. Generally speaking, the number or rate of people who used the various services corresponded to the demography of those who completed the survey. For example, services were used mostly by people who had been in Canada between one (1) and five (5) years. At the same time, in terms of length of time in Canada, most respondents to the survey had also been in Canada between one (1) and five (5) years. This seemed to hold true for the other demographic categories including language.

3. With regards to satisfaction level of services by language group, in every case but ESL and Children's Services, the Cantonese speaking respondents are more satisfied with their experience of services than are the Mandarin speaking respondents. For example, eighty four percent (84%) of the Cantonese respondents were satisfied or very satisfied with the recreational services they accessed whereas only fifty two percent (52%) of Mandarin speaking respondents were satisfied or very satisfied with the same service.

4. Services for women received the highest satisfaction rate of eighty eight percent (88%) out of the fifty (50) people who reported using them. ESL had the next highest satisfaction rate of all respondents with eighty four percent (84%) of the one hundred and thirty nine (139) people who accessed ESL expressing satisfaction with the service they received. On the other hand, employment services were the most poorly rated with fifty two percent (52%) of all respondents being dissatisfied or very dissatisfied with the services.

5. Although cultural services had been most used by the respondents, the largest number of people, two hundred and fifteen (215), named employment as the service most important to them. Settlement services were identified as the second most important with one hundred and forty five (145) respondents identifying them in the top three with regard to importance. One hundred and twenty eight (128) people who completed the survey recognized cultural services, the services most used by the respondents, as the third most important set of services.

6. When cross tabulating most important services with status some very interesting findings emerged. Three of the four groups had a different focus with immigrants identifying employment services as the most important service at sixty two percent

(62%). Visa students and Chinese Canadians named ESL as the most important service and visitors identified legal aid first.

7. Limited information was identified most often (232 times) as a barrier to the listed services. The second barrier most referred to was language with one hundred and thirty two (132) people responding to it. Location was also a significant barrier to access of services with a total of one hundred (100) people indicating this answer.

8. The rate of Mandarin speaking respondents indicating barriers to service was higher in all instances compared to that of Cantonese speaking respondents. For example, on the top barrier of "limited information" only fifty two percent (52%) of Cantonese speakers felt this was a barrier compared to seventy two percent (72%) of Mandarin speaking people.

9. A resounding three hundred and four (304) respondents of the total three hundred and forty four (344) indicated there were not enough services for the Mandarin population in Hamilton. Of that number, eighty percent (80%) of the Cantonese speaking respondents denoted insufficient services for the Mandarin speaking community. Comparatively, more of the Mandarin respondents, ninety percent (90%), indicated a lack of services in Hamilton that meet their language needs. All thirty one (31) people surveyed who reported speaking both languages said there were not enough services for the Mandarin language group.

10. Almost every Chinese Canadian surveyed reported insufficient Mandarin services. When looking more closely at length of time in Canada, immigrants here less than five (5) years had the highest rate of identifying insufficient Mandarin services in Hamilton.

## 2.2 Chinese Cultural Programming/Events

Various Chinese groups in Hamilton put on their own cultural programming and events and this section of the survey aimed to assess those efforts.

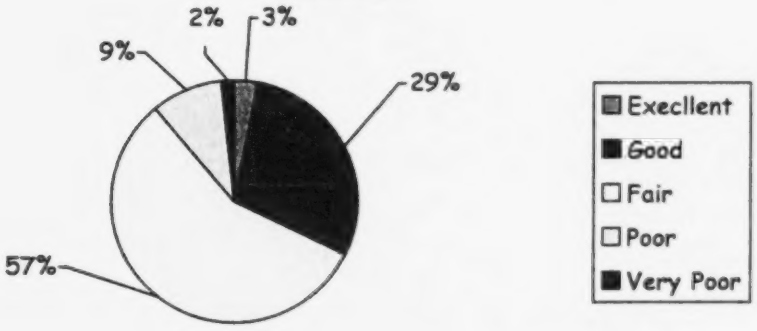
### 2.2.1 Involvement in Local Chinese Cultural Programming/Events

Of the three hundred and forty four (344) people surveyed, one hundred and sixty five (165) or forty eight percent (48%) had been involved in some of the local Chinese cultural events and programs. Of that number, a little over half or fifty six percent (56%) were male. Forty eight percent (48%) were Mandarin speaking while fifty five percent (55%) spoke Cantonese. Eighty seven percent (87%) of the respondents who had been involved in local cultural programs were between the ages of twenty (20) and fifty five (55).

### 2.2.2 Satisfaction Level with Cultural Programming/Events

The one hundred and sixty five (165) respondents who reported being involved in local Chinese cultural activities were then asked to rate them as either excellent, good, fair, poor or very poor. The majority of respondents to this question, around fifty percent (56.5%) indicated the activities were fair. Approximately two percent (1.8%) regarded the activities as very poor. The chart below gives more detail.

Chart 4: Rating of Local Cultural Activities by all Respondents




### 2.2.3 Suggestions for Change

Seven possible ways to improve the local cultural activities were given with those surveyed asked to check all that applied. The options included frequency, variation, singing/dancing, social time, art exhibitions, access to books and movie tapes and folk performances.

The most frequently cited area for improvement was to have "more social time" with one hundred and seventy eight (178) responses. "More books and movies" was second with one hundred and seventy six (176) responses, and "more variation" was suggested third with one hundred and seventy (170) indicating that. One hundred and one (101) people suggested "more frequent" while "more folk performance", "more singing/dancing" and "more art" had between seventy seven (77) and eighty three (83) responses.

### 2.2.4 Key Findings from Cultural Activities Section

The following key findings are drawn from the responses on local cultural activities.

1. The majority of respondents to this question, close to fifty percent (56.5%) indicated the local cultural activities were fair. Twenty nine percent (29%) rated the activities as good, nine percent (9%) as poor, three percent (3%) as excellent and around two percent (1.8%) regarded the activities as very poor. Gender, language group and age does not seem to have made a difference in the responses.

2. The most frequently cited area for improvement was to have "more social time" with one hundred and seventy eight (178) responses. "More books and movies" was second with one hundred and seventy six (176) responses, and "more variation" was suggested third with one hundred and seventy (170) indicating that. One hundred and one (101) people suggested "more frequent" while "more folk performance", "more singing/dancing" and "more art" had between seventy seven (77) and eighty three (83) responses.

## 2.3 Hamilton Chinese Community Services Centre Website

The first project of the Hamilton Chinese Community Services Centre was the development of its website in 2000. This survey provided a good opportunity to get some feedback on the usefulness of the website in the community.

### 2.3.1 Use of the Site by the Chinese Community

Of the three hundred and forty four (344) people who responded to the survey, only eighty three (83) or approximately twenty four percent (24.1%) had actually used the website.

### 2.3.2 Value of Website

Of that number, only two percent (2%) did not find the website valuable at all. The majority, close to seventy percent (74.4%) found the website somewhat valuable and close to twenty three percent (23.3%) found it very valuable.

### 2.3.3 Suggestions for Change

In an open-ended question as to how the website might be improved, many people gave feedback. A thematic analysis of these thirty three (33) comments shows that fifteen (15) people or almost fifty percent (50%) think the website generally needs more information. Six (6) people said the site needed more promotion while four (4) people indicated a need for more information about employment opportunities.

### 2.3.4 Key Findings

1. A relatively low number of respondents had actually used the website, in fact, only close to twenty four percent (24.1%).

2. The majority of people who accessed the website, around ninety seven percent (97.7%) found it either valuable or very valuable.

3. Most suggestions for change centered on a general increase in content (15 of 33) while a few named more specific changes such as increasing information on employment.

## 2.4 Demographics of Survey Respondents

Gender

More males than females completed the survey with close to fifty three percent (53.2%) of men respondents and around forty five percent (45.9%) of women.

Language

The majority of those surveyed were Mandarin speaking with just over seventy percent (70.1%) compared to approximately eighteen percent (18.6%) who identified as Cantonese. Nine percent (9%) or thirty one (31) people indicated speaking both languages.

Age

Almost forty eight percent (48%) of those surveyed were between the ages of twenty (20) and thirty four (34) while close to thirty four percent (34.6%) were between thirty five (35) and fifty five (55). Only thirty five (35) people were over fifty five (55) years of age and even less, twenty four (24), were under nineteen (19).

Time in Canada

The bulk of the respondents had been in Canada between one (1) and five (5) years while the least amount of respondents had been here between five (5) and ten (10) years. Twenty one percent (21%) had been here for less than one (1) year and almost nineteen percent (18.9%) had been in Canada for over ten (10) years.

Status

The majority of those surveyed were immigrants at close to thirty nine percent (39.8%). Chinese Canadians made up around twenty nine percent (29.4%) of respondents while just over twenty six percent (26.2%) were vise students. Only 3.2% were visitors.

Education

Almost sixty one percent (61%) of the people who responded had a university education with approximately twenty nine percent (29.4%) of those having post-university studies. College diplomas were held by just over sixteen percent (16.6%) of respondents and high school diplomas were held by just under twelve percent (11.6%). Only close to eight percent (8.7%) did not have a high school diploma and the smallest number six (6) or almost two percent (1.7%) had a trade certificate.

Employment

Of those surveyed, almost seventy percent (70%) were not employed leaving a little over thirty percent (30%) who were. However, of those who were employed, just over seventy percent (71.3%) indicated being employed in their field. Of those who were unemployed, seventy eight (78) were visa students and seven (7) were visitors. Only thirty five (35) of one hundred and thirty four (134) immigrants or twenty six percent (26%) were employed. Fifty percent (50%) of Chinese Canadians were employed. Twelve (12) of thirty four (34) immigrants or thirty five percent (35%) and twenty five percent (27%) of Chinese Canadians were not employed in their field. Just over half of the university graduates were employed in their field whereas only one (1) out of forty four (44) people with post graduate degrees were employed in their field. Sixty nine percent (69%) of the Mandarin speaking

respondents were employed in their field and seventy four percent (74%) of the Cantonese were employed in their field of study.

# 3.0 CONCLUSION

This survey of the Chinese community in Hamilton was disseminated quite widely and will provide leaders in that community and in the City of Hamilton as a whole with good information about services to the Chinese community as they relate to the demographics of the respondents.

Employment services are clearly important to the community and yet received one of the lowest ratings in terms of satisfaction with the services that were accessed.

A number of barriers were indicated including lack of information, language access and location. These barriers need to be addressed in order to provide members of the community with good access to the services they need.

English as a Second Language is also an important service to the community and seems to have served the members well indicated by the fairly good ratings.

Cultural activities rate very high in terms of significance to the Chinese community whether Mandarin speaking or Cantonese speaking. However, many suggestions were made as to how these might rate better than fair as they largely did in this survey.

The specific question concerning services to the Mandarin speaking community resulted in a resounding response from all three language categories that the services are not sufficient. This correlates to the question on barriers to service in which language was named as well.

The Chinese community has grown substantially in the last five (5) years and there is no indication that this will change. This will also mean a continued growth in the Mandarin speaking population from Mainland China and services will need to address this reality.

# APPENDIX A

## Hamilton Chinese Community Survey - English Version

## HAMILTON CHINESE COMMUNITY SURVEY

In the new City of Hamilton, there are an estimated 8,000 Chinese people. The Hamilton Chinese Community Services Centre (HCCSC) has a commitment to Chinese people, and wants to be responsive to community needs. We work for the well being of Chinese people in Hamilton, promote the development of a Chinese community, enrich the exchange with other diverse communities and encourage a balance to main stream of Canadian society.

In order to do this well we need to hear from you and know what you think about services that exist and services that are needed here in Hamilton.

1. Please put a check mark in the appropriate box below indicating your satisfaction with existing services you have used in Hamilton. If you have not used a service type named please check, "Not used". (Check only one box for each service type.)

| Service Type | Not Used | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Children | ☐ | ☐ | ☐ | ☐ | ☐ |
| Counselling | ☐ | ☐ | ☐ | ☐ | ☐ |
| Cultural | ☐ | ☐ | ☐ | ☐ | ☐ |
| Employment | ☐ | ☐ | ☐ | ☐ | ☐ |
| ESL - English as a Second Language | ☐ | ☐ | ☐ | ☐ | ☐ |
| Legal Aid | ☐ | ☐ | ☐ | ☐ | ☐ |
| Recreation | ☐ | ☐ | ☐ | ☐ | ☐ |
| Seniors | ☐ | ☐ | ☐ | ☐ | ☐ |
| Settlement/ Integration | ☐ | ☐ | ☐ | ☐ | ☐ |
| Translation | ☐ | ☐ | ☐ | ☐ | ☐ |
| Women | ☐ | ☐ | ☐ | ☐ | ☐ |

2. Using the above list of service types, please write the three that are most important to you.

   i) _____ ii) _____ iii) _____

3. What has stopped you from using or accessing needed services in the community? (check all that apply)

   ☐ Location ☐ Limited Information ☐ Costs

   ☐ Language Barrier ☐ Waiting Lists ☐ Other _____

4. In recent years there have been a large number of people from Mainland China immigrate to Canada. Do you think there are enough services in Hamilton to meet the needs of this largely Mandarin-speaking people?
☐ Yes ☐ No

5. a) Have you been involved in local Chinese cultural events and programs? ☐ Yes ☐ No

b) If yes, how would you rate these cultural activities in Hamilton? (check only one)

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very poor

c) Would you like to see Chinese cultural programming with more...(check all that apply)
☐ Frequency ☐ Variation ☐ Singing and Dancing ☐ Social Time
☐ Art Exhibitions ☐ Access to books and movie tapes ☐ Folk Performances

6. a) Have you used the Hamilton Chinese Community Services Centre website? (www.99home.org) ☐ Yes ☐ No

b) If yes, how would you rate the value of this website? (check only one)
☐ Very valuable ☐ Somewhat valuable ☐ Not valuable at all

c) What do you think could be done to improve it?

## Demographic Information Section

1. Your gender is: ☐ Male ☐ Female

2. Your preferred language for communication?
☐ Mandarin ☐ Cantonese

3. How old are you? ☐ 15 ~19 ☐ 20 ~ 34 ☐ 35 ~ 55 ☐ 55 +

4. You have been in Canada for: ☐ < 1 yr ☐ 1 ~5 yrs ☐ 5 ~10 yrs ☐ > 10 yrs

5. Your status now is: ☐ Immigrant ☐ Visa student ☐ Visitor ☐ Chinese Canadian

6. What is your highest level of schooling?
☐ Without high school diploma ☐ High school diploma ☐ College diploma
☐ Trades or training certificate ☐ University Degree ☐ Post University

7. Are you currently employed? ☐ Yes ☐ No
If yes, are you employed in your field of study? ☐ Yes ☐ No

8. If you wish to make other comments regarding needs of Hamilton Chinese community, please do so in the space below.

# APPENDIX B

## Hamilton Chinese Community Survey - Chinese Version

# 哈密爾頓華人社區問卷調查

在新哈密爾頓市區內，據估計現大約有8，000華人。哈密爾頓華人社區服務中心(HCCSC)承諾服務于華人，并力求積極相應華人社區之需要。爲本市華人的幸福做貢獻，促進和發展華人社區，加强與其他社區的交流以及鼓勵與加國主流社會的融合等是我們努力之方向。爲了日后改進服務，我們需要充分了解您對本市的現存社區服務和所需社區服務的想法。

1. 請在適當的框格中打鈎以指明您對本市現存社區服務的滿意程度。如果有些服務類別不曾用過，則在“不曾用過”框格中打鈎。(每個服務類別僅打一個鈎)

| 服務類別 | 不曾用過 | 非常滿意 | 滿意 | 不滿意 | 非常不滿意 |
|---|---|---|---|---|---|
| 兒童 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 心理咨詢 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 文化 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 就業 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 英語學習班 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 法律輔助 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 娛樂 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 耆老 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 定居/融合 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 翻譯 | ☐ | ☐ | ☐ | ☐ | ☐ |
| 婦女 | ☐ | ☐ | ☐ | ☐ | ☐ |

2. 從上述服務類別中，請將最重要的三項依次寫下來

(a) _____ (b) _____ (c) _____

3. 下述哪些項目阻止您使用或者接近社區內所需的服務？(凡適合之選項均可打鈎)

☐ 地點 ☐ 有限的信息 ☐ 成本
☐ 語言障碍 ☐ 列入等待名單 ☐ 其他 _____

4. 最近几年，大量講國語的華人移民來到加拿大。本市是否有足够的服務以滿足這些講國語華人的衆多需求。

☐ 是，有足够的服務 ☐ 不，沒有足够的服務

5. a) 您曾否參加過本地華人的文化節目和活動? ☐曾參加過 ☐不曾參加過

b) 如果參加過，請給它們評分。(僅打一個鈎)

☐ 優秀 ☐ 好 ☐ 一般 ☐ 差 ☐ 特差

c) 您想要以下哪些華人文化項目或改進見得更多些？(凡適合之選項均可打鈎)

☐ 頻繁些 ☐ 丰富些 ☐ 唱歌跳舞 ☐ 聚會聊天
☐ 藝术展覽 ☐ 書刊影碟 ☐ 民俗表演

6. a) 您曾否用過哈密爾頓華人社區服務中心的網上信息服務(www.99home.org)

□ 曾用過　　□ 不曾用過

b) 如果曾用過，請給它評分。(僅打一個鉤)

□ 很有价值　　□ 有些价值　　□ 毫無价值

a) 您認爲應當從那些方面去改進它？

人口統計信息部分

1. 您的性別是：　　□ 男　　□ 女

2. 爲與人有效地溝通，您喜歡講哪种語言？(凡適合之選項均可打鉤)

□ 國語　　□ 粵語

3. 您的年齡范圍是：　□ 15~19 歲　□ 20~34歲　□ 35~55歲　□ 55 歲以上

4. 您來到加國已有：　□ 不到1 年　□ 1~5 年　□ 5~10 年　□ 10年以上

5. 您現在的身份是：　□ 移民　□ 簽證學生　□ 探訪者　□ 華裔加國公民

6. 您的最高受教育水平是：

□ 高中以下　　□ 高中文凭　　□ 大專院校文凭

□ 職業培訓文凭　　□ 大學學位　　□ 研究生

7. 您現在被雇傭嗎？　　□ 被雇傭　　□ 不被雇傭

如果被雇傭，是學以致用嗎？　　□ 是的　　□ 不是的

8. 如果您愿意對哈密爾頓華人社區之需要提供任何意見或評論，請寫在下面空行內。

請將此問卷返回到“社會計划與研究協會”，255 West Ave N., Hamilton, L8L 5C8。若需更多信息，請撥電話 905-308-7766 聯系 Robert Zhou。多謝！